**FOI Ref: 6147**

**Category(ies): Trust - Policies**

**Subject: Visiting Policies**

**Date Received: 10/12/2021**

|  |  |
| --- | --- |
| **Your request:** | **Our response:** |
| I am undertaking independent research to investigate the impact of restricted patient visiting policies that have been introduced following the onset of the Covid19 pandemic on the NHS employee / service user relationship. To assist with this work, I am making the following request for information:  |
| 1)     In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)? *For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.* | Total complaints received: 433 |
| 2)     In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?   *For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.* | Total complaints including visiting restrictions: 7 |
| 3)      In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?   *For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.* | Total number is 1 |
| 4)      Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19? *For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.* | Restrictions to visiting are being reviewed on a weekly basis. Restrictions will be lifted in stages dependent on current inpatient outbreaks and community rates. |